Yourk Tom Walter

Application 10/707,174

March 31, 2006

Tom Yourk 107 Phyllis Dr Savannah GA 31419

Commissioner of Patents and Trademarks P.O. Box 1450 Attn Mr. Ricci (non final amendment) Alexandria, VA 22313-1450 APR 13 2006

CUSTOMER SERVICE

Gentlemen,

Mr. Ricci, for the past eight months, I have been trying to add one claim, claim number six, to the published document, application 10/707,174. I have written two letters and I have spoken to you at least three times on the phone. In all our phone conversations you have agreed that I have provided the appropriate response and that you were mistaken, and you have agreed to add my claim number six but this has not happened, even though you have said you would do that.

I have told you that the claim set was copied directly from the published document and on three separate occasions you have agreed, that my letter was correct. So I'm at a loss as to understand why we converse on the phone seemingly with a mutual understanding and yet nothing occurs. I'm at a loss as to the cause. You say you would acknowledge the claim but nothing happens. Is there a supervisor that I should be talking to, is there some additional response you need from me? Please advise.

Thank you

Sincerely

Fom Yourk

From: Tom Yourk To: Mr. Ricci

Date: 3/31/2006 Time: 7:01:06 PM

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FACSIMILE COVER PAGE

To: Mr. Ricci

Sent: 3/31/2006 at 7:01:04 PM

Subject Addition of claim #6

From: Tom Yourk

Pages: 2 (including Cover)